

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>AQUANATION AQUA INSTRUCTOR</b>
<b>Position Number:</b>	<b>AQN307</b>
<b>Classification:</b>	<b>GROUP FITNESS INSTRUCTOR</b>
<b>EBA/Contract:</b>	<b>EBA – SCHEDULE 11</b>
<b>Responsible to:</b>	<b>GROUP FITNESS COORDINATOR</b>
<b>Service Area:</b>	<b>MAROONDAH LEISURE</b>

### Role and Summary Statement

The Aqua Instructor reports to the Group Fitness Coordinator and is responsible for conducting safe, appropriate and motivating high quality aquatic group fitness classes in line with industry guidelines and centre KPI's. The instructor is responsible for motivating, educating and enhancing the participants' experiences, through developing a good rapport and effective communication.

### Tasks and Responsibilities

1. Actively promote the Aquanation core professional, cultural and team values.
2. Prepare and lead aqua classes in a professional and friendly manner. Motivate, educate and enhance each participants' experience.
3. Conduct safe, appropriate and stimulating aqua classes within format guidelines.
4. Adhere stringently to all work instructions involving: procedures for class commencement, ending and safety practices.
5. Ensure you meet group fitness class numbers and occupancy targets, goals and KPI's.
6. Attend 80% of your designated group fitness classes per year. Failure to adhere to this may result in the class being reassigned to another instructor.
7. Ensure class occupancy is (on average) above 70%.
8. Attend at least two (2) paid team meetings and one (1) paid emergency evacuation training per annum.
9. Aqua aerobics instructors must complete at least one (1) Professional Development course per annum and provide certificate of completion. Be professional, reliable, responsible and mature in dealing with participants before, during and after designated class times. Make exemplary customer service a priority.
10. Maintain a clean, tidy, hygienic and professional appearance and wear appropriate fitness apparel and footwear for an aquatic environment.
11. Undertake regular impromptu critiques by the Group Fitness Coordinator and or be assessed by video to ensure proficiency to instruct Aquatic programs. Failure to meet the assessment requirements of the critique may result in the class being reassigned to another instructor.
12. Management reserves the right to change the class or instructor in accordance with the class change procedure and in relation to occupancy rates for each class.
13. Read and respond to all in house communication within the designated time frame eg group fitness communication book, memos, emails, SMS and other correspondence.
14. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
15. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
16. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace

Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.

17. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).

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## Organisational Relationships

**Internal Relationships** Management and Employees.

**External Relationships** General Public, Facility Members and Guests, Clubs, Industry Professional Bodies, User Groups, Emergency Services, Contractors, Stakeholders, Councillors and Schools

## Person Specification

### Qualifications & Experience

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

#### Qualifications

##### **Essential**

- Certificate III in Fitness
- Aqua instructor certificate or WETS certification
- Current registration with Fitness Australia or Physical Activity Australia

##### **Desirable**

- Certificate IV in Fitness
- Diploma of Fitness
- WETS Trainer
- Austswim certification

#### Experience

##### **Essential**

- A passion for the health and fitness industry
- Substantial experience in conducting aqua / deep water classes/sessions
- A commitment to achieving group fitness targets, KPI's and goals
- A strong commitment to exemplary customer service and member retention

##### **Desirable**

- Experience working in a large, multipurpose Leisure and Aquatic Centre

#### Other Certificates, Checks and Licenses

(e.g. Working With Children, Drivers Licence, Police Check, First Aid Certificate)

##### **Essential**

- Current Senior/Level 2 First Aid Training
- Current CPR and Defibrillation Certificate
- Current Working With Children Check
- Current Criminal History Check

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The freedom to act is limited by standards and procedures encompassed by the nature of the work. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are usually limited to a localized work group or function, individual jobs or clients, or to internal procedures and processes.
- May supervise resources including other employees and / or regulate clients.

#### JUDGEMENT AND DECISION MAKING

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. For supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.

**SPECIALIST KNOWLEDGE AND SKILLS:**

- An understanding of the relevant technology, procedures and processes used within their operating unit is required.
- An understanding of the function of the position within its organisational context is required, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Proficiency is required in the application of standardised procedures, practices, and Acts and Regulations.
- An understanding of relevant precedents or previous decisions is required.
- Proficiency is required in the operation of equipment or knowledge is needed of the use of plant, which requires considerable skill or adaptation.

**MANAGEMENT SKILLS:**

- Must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on the job training and guidance.
- All positions necessitate skills in managing time and planning and organizing one’s own work.

**INTERPERSONAL SKILLS:**

- The role requires someone with the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of employees where applicable.
- The role requires someone with skills in written communication to enable the preparation of routine correspondence and reports, if required.

**Agreement:** I have read, understood and agree to comply with this position description.

**Name:** .....

**Signature:** .....

**Date:** .....

<b>Prepared by:</b>	<i>Human Resources</i>	<b>Authorised By:</b>	<i>Corporate Management Team</i>
<b>Date Reviewed:</b>	<i>11.03.2015</i>		

**SELECTION CRITERIA**

**Criteria 1.**  
Certificate III in Fitness (Aqua Instructor) with Aqua instructor certificate or WETS certification.

**Criteria 2.**  
Current Physical Activity Australia or Fitness Australia Registration and current Senior/Level 2 First Aid, CPR and Defibrillation Certification.

**Criteria 3.**  
Substantial experience in conducting aqua classes and achieving targets and KPI’s.

**Criteria 4.**  
Demonstrated Customer Service, Member Retention and Communication Skills.

**Criteria 5.**  
Ability to meet the inherent physical requirements of the position and work in an aquatic environment .

**NOTE:**  
**Candidates are required to address each of the Selection Criteria in their applications.**

# PERSONAL CAPABILITY REQUIREMENTS

TASKS DESCRIPTIONS (Tick relevant frequency)

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk		✓		
Sitting – vehicle	✓			
Operating Telephone / Computer		✓		
Writing / Reading		✓		
<b>Manual Handling</b>				
Bending / Twisting Spine		✓		
Working with one or both hands above shoulder height		✓		
Lifting (5kg or under p/item)		✓		
Lifting (5kg or over p/item)		✓		
Requiring low/light application of force		✓		
Requiring medium to high application of force	✓			
Lifting/holding/restraining children	✓			
Exerting force in an awkward posture	✓			
Holding & supporting equipment		✓		
<b>Agility</b>				
Squatting / Kneeling			✓	
Looking up / Looking down			✓	
Reaching forwards or sideways			✓	
Gripping or grabbing equipment			✓	
<b>Mobility</b>				
Walking / standing- briefly				✓
Walking / standing- extended				✓
Walking on uneven ground		✓		
Climb steps/stairs			✓	
Climb ladder	✓			
Driving – passenger vehicle	✓			
Driving – light commercial (regular drivers licence)	✓			
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
<b>Sensory</b>				
Hearing – face to face / telephone conversations				✓
Hearing – working with loud machinery	✓			
Visual – read printed material, signage		✓		
Visual – computer screen, electronic signs		✓		
Visual – driving	✓			
Visual – watching with vigilance (e.g. SXS, Lifeguard)		✓		
<b>Emotional</b>				
Dealing with complex customers / residents		✓		
Supporting dependent persons		✓		
Dealing with conflict		✓		
Managing complex personal situations		✓		
Providing empathy		✓		
<b>Work Environment</b>				
Outdoor – exposed to elements, plant & equipment	✓			
Confined spaces	✓			
Working alone		✓		
Working at heights (greater than 2m)	✓			
Exposure to extensive dust	✓			
Pollen (or other allergens)	✓			
Exposure to polluted odours and/or chemicals	✓			
Personal waste	✓			

### Office Use - Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

### Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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# Our Workplace Values



## Co-operation

*Working together and sharing knowledge to achieve common goals and agreed outcomes.*

We encourage people to:

INVOLVE OTHERS

Work with others in decision-making and the development of goals and plans.

ACHIEVE

Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.

ORGANISATIONAL GOALS

Recognise strengths and demonstrate appreciation of team members.

SUPPORT COLLEAGUES

Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.

VALUE PEOPLE

BUILD RELATIONSHIPS

Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.

BE ACTIVE TEAM

Be accountable and acknowledge and support those who demonstrate leadership.

MEMBERS

## Commitment

*Leading by example to achieve the best result for the organisation and the community.*

We encourage people to:

BUILD TRUST

Act with openness, honesty, and integrity.

SEE THINGS THROUGH

Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.

DEVELOP SKILLS

Actively seek feedback and opportunities to improve skills.

TAKE INITIATIVE

Anticipate the requirements and needs of others and take action outside of routine responsibilities.

SEEK RESPONSIBILITY

Take on responsibilities that will broaden experience and add to the effectiveness of the team.

## Communication

*Sharing information and ideas at all levels, the Council and the community.*

We encourage people to:

LISTEN TO OTHERS

Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.

DEMONSTRATE RESPECT FOR ALL

Respect others' opinions and views.

ACT WITH HONESTY AND INTEGRITY

Communicate openly and honestly and act with integrity.

COMMUNICATE CLEARLY AND EFFECTIVELY

Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.

KEEP OTHERS INFORMED

Willingly share information and keep the community and colleagues well informed.

USE INFORMATION

Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

ETHICALLY

## Continuous Improvement and Innovation

*Consistently finding better ways of delivering service and value*

We encourage people to:

UNDERSTAND NEEDS

Seek to clearly understand the requirements of those to whom we provide service.

SOLVE PROBLEMS

Raise problems openly, consult with others and generate alternative options.

CONSIDER

Take inspiration from internal and external influences to form new ideas, approaches, better processes and practices.

ALTERNATIVES

EMBRACE BETTER WAYS

Demonstrate flexibility and a willingness to embrace change.

EVALUATE

Continually measure and assess the performance of the activities in which we are involved, review processes and provide honest and constructive feedback.

PERFORMANCE

ENCOURAGE INNOVATION

Think outside the square to explore new ideas and opportunities.

STRIVE FOR EXCELLENCE

Seek to lead the way.

SHARE IDEAS WITH

Promote and communicate ideas.

OTHERS

## Maroondah City Council – Core Competencies

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
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<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>

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<p><b>Customer Service Skills</b></p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p><b>Customer Focus and Quality</b></p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p><b>Customer Service Management</b></p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p><b>Stakeholder Engagement and Management</b></p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p><b>Agility and Critical Thinking</b></p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p><b>Conduct and Governance</b></p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p><b>People and Teamwork Skills</b></p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p><b>People Management / Development</b></p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p><b>Leadership and Coaching</b></p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p><b>Innovation Leadership</b></p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p><b>Change Leadership</b></p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p><b>Transformational Leadership</b></p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p><b>Personal Planning and Effectiveness</b></p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p><b>Team Planning and Work Organisation</b></p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p><b>Team Planning, Performance and Process Improvement</b></p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p><b>Service Delivery Planning and Execution</b></p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p><b>Strategic Thinking, Planning and Foresight</b></p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p><b>Community Focus and Service Delivery</b></p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p><b>Self Management and Personal Development Skills</b></p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p><b>Emotional Intelligence</b></p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p><b>Relationship Building and Stakeholder Management</b></p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p><b>Organisational/ Environmental Awareness / Systems Thinking</b></p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p><b>Political Acumen and Strategic Influencing</b></p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p><b>Positioning and Partnerships</b></p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>